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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE SEP 01 2005

Applicant: CHARLES E. REDDICK ET AL. )  
Serial No. 09/898,573 ) Group Art Unit: 2122  
Filed: July 3, 2001 ) Examiner: T.T. Vo  
For: SOFTWARE SUPPORT GUIDE SYSTEM )  
AND METHOD )

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*Jessica L. Hester*  
Signature Date 9/1/05

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**RESPONSE TO OFFICE ACTION**

Applicants respectfully request consideration of the following amendments and remarks contained herein in response to the Office Action mailed June 2, 2005. Applicants respectfully submit that the amendments and remarks contained herein place the instant application in condition for allowance.